LEADERSHIP.OPM.GOV

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Center for Leadership Development

Developing Customer-Focused Organizations

Now, more than ever, Federal managers must generate public value and ensure customer satisfaction. This requires a solid understanding of your customers and how to keep the focus on them. This five-day course will help you gain the skills and knowledge needed to generate and sustain public value.

- Understand why being customer-focused matters in Government.
- Learn to cultivate strong customer relationships by studying cutting-edge business practices and public service research.

By the People, For the People: Create Value in Citizen-Centered Government

It's the responsibility of Federal leaders to deliver real customer value while keeping pace with ongoing challenges and expectations. Through thought-provoking discussions, simulations and hands-on projects, you'll emerge from this course with the tools for managing citizen engagement and cultivating strong customer relationships.

SKILL IMMERSION

COMPETENCIES

- Customer Service
- Public Service Motivation
- Human Capital Management
- Accountability
- Partnering

TUITION

$2,900

DATE

Jun 8–12, 2015 ..... EMDC–Union Square

LOCATION

EMDC–Union Square
999 North Capital Street , NE
Washington, DC 20002

This training facility is located in Washington DC's thriving NoMa submarket, just blocks from Capital Hill and Union Station.

To register, please visit the course page:
HTTPS://LEADERSHIP.OPM.GOV/PROGRAMS.ASPX?C=45

"The class as well as the instructors and students reminded me of why I chose to work in Federal Government. That is, to serve the people. Ensuring that our customers are happy is a means of achieving that goal."

Register Now for Developing Customer-Focused Organizations

This course is designed for managers, project leaders and others who are accountable for achieving excellence in customer service.

Government leaders looking to improve employee engagement in order to better serve the customer mission will also benefit from this course.

"I found new methods and ways to engage employees to improve the quality of the customer experience."

Positive Customer Relationships Encourage Organizational Excellence

- Learn how to engage employees to serve the customer mission.
- Develop valid and useful performance measurement strategies in the context of customer service.
- Understand current Administration inititatives for customer engagement.
- Create an initial blueprint for a strategic plan that integrates all course content.

ACADEMIC CREDIT

2 Graduate credits may be available upon completion.

LEAD

This course meets the requirements for the Manager level of the LEAD Certificate Program.

Leadership Education & Development Certificate Program—A complete leadership development curriculum for current and aspiring government leaders, providing official recognition of achievement at every level. For more info, go to http://cldcentral.usalearning.net/mod/page/view.php?id=249

RECOMMENDED PRIOR COURSES

Management Development: Leading from the Middle

SUGGESTED FOLLOW-ON COURSES

Management Development: Leading Organizations

To register, please visit the course page:
HTTPS://LEADERSHIP.OPM.GOV/PROGRAMS.ASPX?C=45

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Three Ways to Register

1. Register Online at http://leadership.opm.gov

   Initiate course registration with your Government Purchase Card payment, the fastest way to reserve your space. Use your own agency-specific procurement forms. Once we have received your payment, you will receive confirmation within two business days.

2. Fax a Registration Form found online. This form can be used for courses at the Federal Executive Institute or Management Development Centers.

3. Contact a Representative Customer Service Office:

   Toll Free: 888-676-9632
   Phone: 202-606-0008
   Fax: 478-757-3057
   TDD/TTY 800-877-8339
   Email: register@opm.gov

UNITED STATES OFFICE OF PERSONNEL MANAGEMENT
http://leadership.opm.gov

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